

Product Number: 2724.01.09

## HIGH SPEED LASER PRINTING

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DET Printing Services provide high volume Network and Mainframe laser printing. Print is black and white. Printing requests may be made through the Web any time, day or night, as long as the customer has an established account.

### PRODUCT FEATURES AND DESCRIPTIONS

| FEATURE                                 | DESCRIPTION  |
|---|--|
| Variety of Output for Multiple Purposes | State checks<br>Direct deposits<br>Security badges<br>Notices  |
| Output Options                          | Simplex (single sided) or Duplex (double sided)<br>2-up<br>4-up<br>Black and White<br>8 <sup>1/2</sup> " x 11" or 11" x 17" sheets<br>No hole or 3-hole punch<br>135 Pages per Minute<br>Postscript, PDF (Network printing)<br>LCDS (Mainframe printing) |
| Output Types                            | Graphics<br>Logos<br>Signatures<br>Magnetic Ink Character Recognition (MICR)   |
| Support                                 | 24x7 support for printing  |

## FEATURES NOT INCLUDED

| FEATURE   | EXPLANATION  |
|---|--|
| Design Services, Address Cleansing, and Report Distribution | See "Other Print Services" for output design and other services available. |

## RATES AND BILLING

| FEATURE        | DESCRIPTION                                    | FY09 BASE RATE |
|----------------|--|----------------|
| Monthly Charge | Billed monthly per the number of sides printed | \$.033/side    |

## ORDERING AND PROVISIONING

Any government agency interested in purchasing High Speed Laser Printing services can fill out the on-line order form by going to the [High Volume Printing Website](#) and clicking on the Order Form in the right panel. You may also contact your assigned [Customer Relationship Manager](#) for assistance.

## DTS RESPONSIBILITIES

Purchase and maintain all printing hardware and software required to provide these services.

Provide the personnel and training necessary to operate the above printing infrastructure.

## AGENCY RESPONSIBILITIES

If problems are encountered in ordering or receiving printing services, contact your Customer Relationship Manager (CRM) or the DET [Help Desk](#) to log a problem ticket.

Work with DET on testing prior to any production printing.

## GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders, related to products and services provided by DTS will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR) targets set forth below.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS website at [dts.utah.gov](http://dts.utah.gov). Published "Business Hours" for the DTS Service are 7:30 AM-5:30 PM, Monday-Friday. Hours of support/on-call coverage varies by agency/division/region and product.

**Incident Response and Resolution Targets**

| <b>Time to Initial Response Targets</b>   | <b>% Tickets</b> | <b>Total Time to Resolution Targets</b> | <b>% Tickets</b> |
|---|------------------|---|------------------|
| Low priority – 1 Business hour            | 75%              | Low priority - 6 Business hours         | 75%              |
| Medium priority – 1 Business hour         | 75%              | Medium priority - 3 Business hours      | 75%              |
| High priority – Attempt Warm Transfer     | 90%              | High priority - 4 Clock hours           | 75%              |
| Urgent priority – Immediate Warm Transfer | 95%              | Urgent priority - 3 Clock hours         | 100%             |

**Customer Satisfaction Surveys and Reporting**

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

Periodic reports will be created showing the level of satisfaction with resolution of incidents by specific support groups and the level of satisfaction of users by agency.

**Customer Satisfaction Targets**

| <b>Metric Description</b>   | <b>Target</b>                |
|---|------------------------------|
| Average level of satisfaction with resolution efforts                   | ≥ 4.2 on a scale of 0 - 5    |
| Percentage of respondents expressing satisfaction (vs. dissatisfaction) | 93% of respondents satisfied |